Department of Information Services
Customer Advisory Board
September 27, 1999
Meeting Minutes

Members present:
Doug Tanabe, Vice Chair, Department of Personnel
Bob Monn, Department of Ecology
Herb Potter, Department of Agriculture
Tom Neitzel, Health Care Authority
Marla Kentfield, Office of State Treasurer
Jim Albert, Attorney General's Office
Al Bloomberg, Department of Natural Resources
Bob Hamilton, Department of Social Health Services
Mike Seale, Community Trade and Economic Development
Dan Parsons, Washington State Patrol
Dan Fannin, Center for Information Services
Susie Smith, State Auditor's Office
Jim Reitz, Department of Retirement Systems
Bill Davis, Department of Financial Institutions
Paul Piper, Department of Services for the Blind
Jim Eby, Department of Fish and Wildlife
Kathy May, Department of Transportation
Patty Prouty, Secretary of State's office
Sue Fleener, Department of Licensing
Tom Parma, Department of Financial Institutions
Roger Dodd, Department of Revenue
Gayle McGee, Department of Health
Romeo Solis, Health Care Authority
Brad Babayan, Department of Veterans Affairs
Bob Lanouette, Labor & Industries
Fran Muskopf, Department of Health
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Mike Kretzler, Utilities and Transportation Commission

DIS Staff present:

Paul Taylor, Deputy Director	**David Koch, MOSTD**
John Saunders, E-Commerce	**Andy Hix, MOSTD**
Lance Calisch, MOSTD	**Andy Marcelia, MOSTD**
Lourdes Collins, MOSTD	**Mary Lou Griffith, MOSTD**
Mike Curtright, CSD	**Carolyn Barkley, Year 2000 Office**
Mike McVicker, TSD	

**Call to Order - **Doug Tanabe, DIS Customer Advisory Board Vice Chair, called the meeting to order at 1:30 p.m.

Western Governor's University - Doug Tanabe, Vice Chair
Doug provided a handout about the University -- which is a new, on-line, competency-based, learning institution created by Governor Meavitt of Utah and the then Governor Roy Romer of Colorado. The institution differs from traditional credit-based institutions because of its "competency-based" learning model. The human resource sub-committee of the CAB will be meeting to evaluate the university and make a recommendation to the CAB, DOP, and then the Governor's office as to the outcome of that evaluation and how the program could apply to state government.

Cascade Center - John Brock, Cascade Center for Public Service
John provided handouts which explained the program. The Cascade Center at the Daniel J. Evans School of Public Affairs offers a range of professional development programs, from Cascade's intensive training courses to a formal master degree program that can be combined with Cascade's courses. John stated he had met with several agencies and would like to be able to assist state members with training in the information technology arena.

Sub-committee reports:
Infrastructure/Phil Grigg
Phil passed out minutes from the last meeting. He stated that agency representatives will be meeting to discuss the Windows 2000 pilot and decide what the issues are. Handouts were also provided regarding the project. A report will be given at the next CAB meeting.

Year 2000 Status Report - Barry Rau, Sterling Associates
Barry stated that the Year 2000 report is now one volume instead of two. Out of 106 projects, 100 of those are now certified Year 2000 compliant. The remaining projects that have not been certified are due to vendors holding up the process, not the state agency itself. The next embedded technologies report will be produced on October 18, 1999. Barry also stated that they will be providing to Joe Dear, Governor Locke's Chief of Staff, a list of lessons learned and best practices that resulted from this process.

E-Commerce/Network Security - John Saunders, DIS
John stated the Executive Steering Committee asked for a report on what agencies are dong on their network security. The Amdahl Corporation was asked to complete such a report for DIS. Amdahl has given DIS their summary and the information is currently being reviewed by DIS. The Security Special interest group meetings every 2nd Thursday of the month, anyone is welcome to attend.

IT Portfolio - Paul Taylor, DIS
Darrel Riffe was heading up the sub-group for the content standard for portfolio management. DIS is looking at the reporting period to define what the next generation portfolio management looks like and that the information is useful in relation to digital government and digital readiness.

Digital State 2000 - Paul Taylor, DIS
Paul stated that the first quarter Digital State award questionnaire has been sent to the Governor. The Progress and Freedom Foundation partnered with the Center for Digital Government and Government Technology for this survey. The approach has changed in that the survey has been broken into four quarters. Erika Lim at DIS is working on the current quarter submission. Paul provided the CAB with the list of questions for this quarter and asked the CAB to provide Erika with any information that would contribute value and substance. He asked that agencies provide the information to Erika by September 29th.

On-line Learning Update - Mary Lou Griffith, DIS
Mary Lou stated that an apparent successful vendor for on-line learning was named -- CBT Systems USA, Ltd. CBT offers more than 900 course titles for technical training and also provides courseware for project management training. On behalf of DIS, she asked the CAB for assistance in selecting the courses. She referenced the URL, cbtsys.com so members could preview the course catalog and learn more about the company. The training will be available to employees of all state agencies, Boards, and commissions at no charge via the intranet in the Fall of 1999. She explained an option for students working towards technical certification to have access to a mentor. There would be an additional charge for the mentoring feature, if a number of agencies were interested they could divide the cost among themselves. CAB members should contact her if they are interested.

The next meeting is scheduled for November 29, 1999 from 1:30-3:30 in the DIS Boardroom. The December meeting is canceled.

Meeting adjourned.